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ABSTRACT

In spring 1984, a survey was conducted at Milwaukee Area Technical College (MATC) to determine student evaluations of district functions, services, and facilities and to construct a profile of MATC students. The survey instrument was administered in class to students attending day and evening centers of the district. Usable responses were obtained from 8,125 students. Survey findings, based on responses from 23% of total district evening enrollments (N=4,722) and 19% of day enrollments (N=3,403), included the following: (1) 52% of the MATC students were female, 34% were attending full-time, their median age was 27.7 years, 39% were married, 9% had less than a high school diploma, 10% had a bachelor's or graduate degree, 77.6% were white, 15% were black, and 39% were employed full-time; (2) among both day and evening students, the main reason for attending MATC was to earn an associate degree; (3) the percentage of unemployed students decreased from 35% in 1983 to 31% in 1984; (4) student evaluations in 1984 did not differ significantly from 1983 evaluations for the district as a whole, for day or evening students, or by campus/center attended; (5) the areas receiving the highest ratings were treatment by instructors and the applicability of courses to student needs; and (6) the two lowest mean response items concerned athletic activities and recreation facilities. The survey instrument and data tables showing responses by population sub-groups are appended. (LAL)

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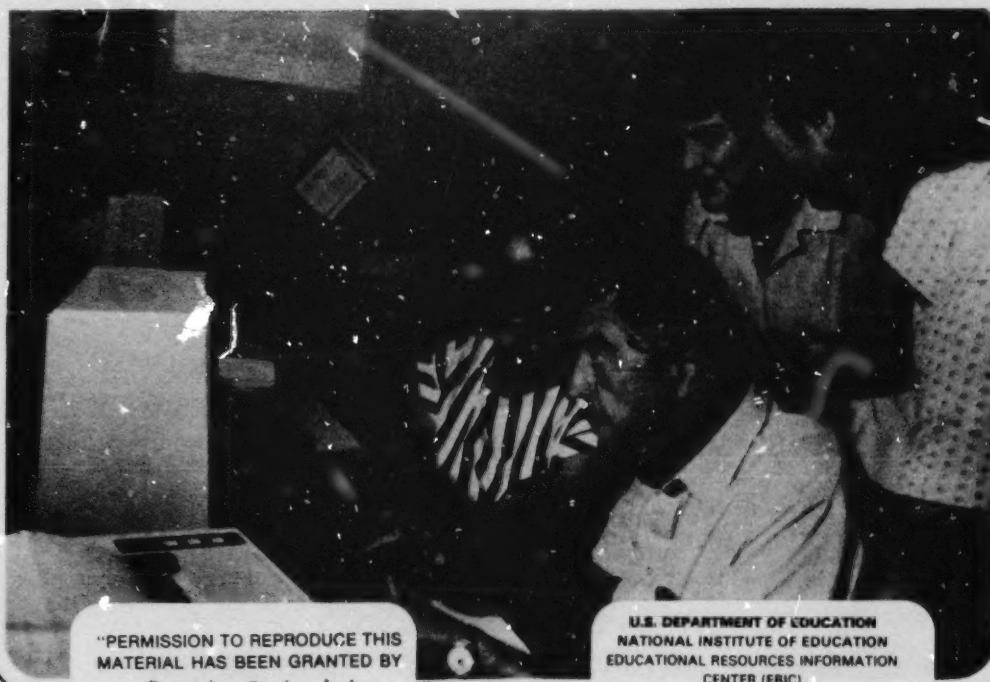
STUDENT SURVEY REPORT

1983-1984



matc

milwaukee area technical college



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JC 840 626

Report
of the
Student Evaluation
of the
Milwaukee Area Technical College

Spring 1984

Office of Research, Planning
and Development

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Report of the Student Evaluation
of the
Milwaukee Area Technical College
Spring 1984

INTRODUCTION

As part of the continuous evaluation and planning process of the Milwaukee Area Technical College, a sample of students from throughout the District was surveyed in Spring 1984. The purpose of the survey was to provide a sample of students with the opportunity of evaluating the functions, services, and facilities of the District and to provide data to construct a profile of the MATC students. A total of 8,125 students from day and evening centers of the District provided usable responses to the survey. This Report is a summary of these responses, while the complete computer-generated results are available in MATC libraries at the Milwaukee Campus and the North, South, and West Campus Centers.

Survey
Instrument

The survey instrument (see Appendix A) was developed with the aid of recommendations from personnel of all divisions of the Milwaukee Area Technical College. It consists of 16 information items concerning the personal characteristics of the students and 31 evaluation items covering a broad range of functions, services, and facilities of the District. A multiple-choice format was selected so that the survey could be completed in a relatively short period of time and so that responses could be easily recorded on mark-sensitive sheets and electronically tabulated.

The survey was administered to the sample of students by faculty members during regularly scheduled classes.

The scheme developed to provide responses from a cross-section of day and evening students of the District and to eliminate duplication was as follows:

	<u>Day/Evening, Location</u>	<u>Sample Surveyed</u>
	<u>Day</u>	
Sample	All Locations	Students having a Wednesday third period class.

<u>Day/Evening, Location</u>	<u>Sample Surveyed</u>
<u>Evening</u>	
Sample	Mechanics Institute Germantown Center Greenfield Center Oak Creek Center Port Washington Center South Milwaukee Center
All students having a Tuesday evening class.	
Sample	Milwaukee Campus North Campus Center Brown Deer Center Grafton Center Nicolet Center Shorewood Center Whitefish Bay Center South Campus Center Cudahy Center Franklin Center Greendale Center St. Francis Center West Campus Center Nathan Hale Center Horace Mann Center Wauwatosa Center Whitnall Center Wright Center
All students having a Monday evening class.	

It was necessary to conduct the survey at the evening centers on two evenings, since there is no one night on which all centers offer classes.

Tables I and II indicate the number of respondents to the survey by Location and Student Division.

Based on the enrollment statistics at the time of the survey, Table I also indicates the proportion of students surveyed within each region.

TABLE I
NUMBER OF RESPONDENTS BY LOCATION

Region	Day	Evening	Total
CENTRAL REGION			
Milwaukee Campus	2,373	1,692	4,065
Mechanics Institute	0	62	62
Central Region Total	2,373	1,754	4,127
% of Regional Enrollment*	20%	24%	21%
NORTH REGION			
North Campus Center	255	350	605
Brown Deer Center	0	191	191
Germantown Center	0	46	46
Grafton Center	0	34	34
Nicolet Center	0	111	111
Port Washington Center	0	52	52
Shorewood Center	9	202	211
Whitefish Bay Center	0	36	36
North Region Total	264	1,022	1,286
% of Regional Enrollment*	14%	23%	20%
SOUTH REGION			
South Campus Center	363	667	1,030
Cudahy Center	0	39	39
Franklin Center	0	57	57
Greendale Center	0	97	97
Oak Creek Center	0	67	67
St. Francis Center	0	0	0
South Milwaukee Center	0	40	40
South Region Total	363	967	1,330
% of Regional Enrollment*	16%	24%	21%

*MATC Research, Planning, and Development, "Enrollment Summary," March 7, 1984.

TABLE I (Continued)
NUMBER OF RESPONDENTS BY LOCATION

Region	Day	Evening	Total
WEST REGION			
West Campus Center	371	334	705
Greenfield Center	0	100	100
Nathan Hale Center	0	123	123
Wauwatosa Center	29	138	167
West Milwaukee Center	0	92	92
Whitnall Center	0	59	59
Wright Center	0	130	130
West Region Total	400	976	1,376
% of Regional Enrollment*	19%	21%	20%
REGION UNKNOWN			
	3	3	6
DISTRICT TOTALS			
	3,403	4,722	8,125
% of District Enrollment*	19%	23%	21%

*MATC Research, Planning, and Development, "Enrollment Summary," March 7, 1984.

TABLE II
NUMBER AND PERCENT OF DAY AND EVENING
RESPONDENTS BY STUDENT DIVISION

	Day	%	Evening	%	Total	%
ADULT DIVISION						
Adult Vocational	1,084	31.9%	1,250	26.5%	2,334	28.7%
Adult General Education	285	8.4%	640	13.5%	925	11.4%
Adult Avocational	132	3.9%	397	8.4%	529	6.5%
ADULT HIGH SCHOOL	178	5.2%	354	7.5%	532	6.5%
APPRENTICE	93	2.7%	98	2.1%	191	2.4%
ASSOCIATE DEGREE	1,505	44.2%	1,948	41.3%	3,453	42.5%
HIGH SCHOOL CONTRACT	94	2.7%	--	--	94	.1.2%
JTPA	16	.5%	--	--	16	0.2%
NOT INDICATED	16	.5%	35	0.7%	51	0.6%
TOTAL	3,403	100.0%	4,722	100.0%	8,125	100.0%

RESPONDENTS

As shown in Table I, there were 4,722 evening students (58% of sample, and 23% of total evening enrollment), and 3,403 day students (42% of sample, and 19% of day enrollment) in the total of 8,125 respondents (22% of total day and evening enrollment).

As shown in Table II, differences in percentages of day and evening respondents by student division are not large; for example, the percentage of Associate Degree day student respondents was 44.2% while the evening percentage was 41.3%. The differences in percentages of day and evening respondents by student division have decreased since 1983.

SIGNIFICANT CHANGES IN STUDENT SURVEY PROFILE
From 1983 to 1984 and DAY and EVENING DIFFERENCES

A profile of respondents for 1983 and 1984 is shown in Table III. Significant changes from 1983 to 1984 and differences between the profiles of day and evening respondents are as follows:

Sex	The percentage of females decreased slightly from 1983 to 1984, day from 49% to 48%, evening from 54% to 53%, and in total from 52% to 51%.
Full-time Part-time	The percentage of full-time students increased both day and evening from 1983 to 1984, day from 63% to 66% and evening from 8% to 10%.
Age	Median age increased for both day and evening students from 1983 to 1984, day from 23.7 to 24.4 and evening from 29.7 to 29.8. Age differs significantly when time of attendance is considered; 54% of the day students who responded to the survey are under 25, while only 29% of the evening students are less than that age.
Marital Status	There was little change in the marital status of day and evening respondents from 1983 to 1984. However, the percentage of day students who were married, 24%, is much smaller than the 50% of evening students who were married.
Median Income	Median income for both day and evening respondents decreased significantly; day students' decreased from \$11,306 to \$8,408 and evening from \$22,203 to \$20,455, from 1983 to 1984. Numerous reasons for the large differences have been studied but no major reason can be identified.
Previous Education	There was little change in previous education of day and evening respondents from 1983 to 1984. The percentage of day students with less than a high school diploma or GED increased from 11% to 12% and the percentage of evening students with bachelor or graduate degrees decreased from 16% to 14%.

TABLE III
PROFILE OF RESPONDENTS

DISTRICTWIDE

Characteristics	Day		Evening		District	
	1984	1983	1984	1983	1984	1983
Sex - Female	48%	49%	53%	54%	51%	52%
Full-Time Student	66%	63%	10%	8%	34%	30%
Median Age	24.4 yrs.	23.7 yrs.	29.8 yrs.	29.7 yrs.	27.7 yrs.	27.2 yrs.
Married	24%	22%	30%	31%	39%	39%
Median Income	\$8,408	\$11,306	\$20,455	\$22,203	\$15,989	\$19,283
Less than High School Diploma or GED	12%	11%	7%	7%	9%	8%
Bachelor or Graduate Degree	4%	4%	14%	16%	10%	11%
Reasons for Attending MATC						
Earn an Associate Degree	36%	35%	30%	24%	33%	28%
Acquire Skills for a New Job	16%	16%	16%	14%	16%	15%
Earn a Vocational Certificate of Diploma	19%	18%	3%	4%	10%	10%
Personal Fulfillment or Enjoyment	7%	6%	25%	30%	17%	21%
Earn Credits for Transfer	4%	3%	4%	4%	4%	4%
Fulfill Apprenticeship Requirements	2%	3%	1%	2%	2%	2%
Improve Present Job Skill	4%	3%	12%	11%	9%	8%
Earn a High School Diploma	4%	3%	3%	2%	3%	3%
Acquire Basic Education Skills	4%	5%	3%	4%	3%	4%
Prepare for the GED Exam	4%	4%	2%	2%	3%	3%
Unknown	0%	3%	.4%	3%	.4%	3%
Ethnic Background						
Asian or Pacific Islander	4.1%	3.2%	1.5%	1.6%	2.6%	2.2%
American Indian or Alaskan Native	1.6%	1.6%	1.0%	.8%	1.2%	1.1%
Black	21.7%	20.7%	10.0%	7.9%	15.0%	13.1%
Hispanic	3.0%	2.5%	2.5%	2.2%	2.7%	2.3%
White	68.8%	70.2%	84.0%	86.0%	77.6%	79.6%
Unknown	.8%	1.8%	.9%	1.4%	.9%	1.6%
Consider Self Handicapped	7%	6%	6%	4%	6%	5%
Employed						
More than 34 Hours	12%	11%	60%	54%	39%	36%
20-34 Hours	20%	18%	11%	10%	16%	13%
Less than 20 Hours	22%	22%	8%	9%	14%	14%
Not Employed	46%	48%	21%	26%	31%	35%
Rely upon Public Transportation to MATC	31%	30%	9%	7%	18%	17%

TABLE IV
PROFILE OF RESPONDENTS BY CAMPUS

	North Campus		South Campus		West Campus		Milwaukee Campus	
	Day	Eve.	Day	Eve.	Day	Eve.	Day	Eve.
Sex - Female	56%	63%	32%	42%	51%	53%	49%	44%
Full Time	72%	9%	70%	9%	55%	4%	68%	18%
Median Age	24.0	32.7	26.1	29.5	29.2	29.2	23.8	28.3
Married	31%	55%	32%	55%	38%	51%	19%	38%
Less than High School Diploma or GED	3%	4%	8%	4%	13%	5%	13%	8%
Median Income	\$15,131	\$23,604	\$9,035	\$21,223	\$8,928	\$20,480	\$7,794	\$15,635
Reasons for Attending MATC:								
Earn an Associate Degree	36%	30%	27%	36%	23%	24%	41%	43%
Acquire Skills for a New Job	19%	23%	23%	20%	22%	22%	13%	13%
Earn a Vocational Certificate or Diploma	26%	3%	26%	5%	23%	4%	17%	4%
Personal Fulfillment or Enjoyment	10%	20%	8%	15%	16%	22%	3%	10%
Earn Credits for Transfer	.1%	3%	2%	4%	5%	3%	5%	8%
Fulfill Apprenticeship Requirements	.1%	1%	1%	2%	0%	.3%	3%	2%
Improve Present Job Skill	7%	12%	7%	13%	5%	17%	3%	10%
Earn a High School Diploma	0%	.3%	1%	.5%	1%	1%	6%	5%
Acquire Basic Education Skills	1%	3%	3%	3%	4%	3%	4%	3%
Prepare for the GED Exam	.1%	4%	1%	1%	.3%	3%	5%	2%
Unknown	.4%	.3%	1%	.3%	0%	.6%	0%	1%
Ethnic Background:								
Asian or Pacific Islander	2.0%	1.7%	1.1%	1.1%	14.6%	.3%	3.1%	2.7%
American Indian or Alaskan Native	.4%	.6%	.6%	.6%	2.2%	.9%	1.8%	1.5%
Black	1.6%	1.1%	5.8%	.3%	4.6%	.6%	29.3%	24.4%
Hispanic	.4%	.6%	4.1%	1.8%	1.3%	1.8%	3.3%	4.6%
White	93.7%	95.1%	87.3%	95.8%	76.8%	95.8%	61.8%	65.7%
Unknown	2.0%	.9%	1.1%	.4%	.5%	.6%	.7%	1.1%
Consider Self Physically Handicapped	8%	5%	6%	6%	11%	4%	7%	6%
Employed:								
More than 34 hours	9%	60%	14%	64%	11%	64%	11%	58%
20-34 hours	25%	12%	20%	9%	19%	8%	21%	10%
Less than 20 hours	23%	10%	22%	8%	17%	9%	22%	10%
Not Employed	43%	18%	42%	19%	52%	19%	45%	22%
Rely upon Public Transportation to MATC	0%	0%	9%	14%	17%	4%	40%	21%

Reasons for Attending MATC	There was a large increase in evening students who were seeking an Associate Degree (24% to 30%), and a significant decrease in those attending for personal fulfillment or enjoyment (30% to 25%) from 1983 to 1984. More day students are seeking diplomas or certificates, 19%, than evening students, 3%. More evening students are seeking to improve their present job skills, 12%, than day students, 4%.
Ethnic Background	The percentage of minority students in both day and evening increased; day from 30% to 31% and evening from 14% to 16%.
Handicapped	The percentage of students who considered themselves handicapped increased in both the day and evening from 1983 to 1984. Day school respondents increased from 6% to 7% and evening school from 4% to 6%.
Employment	The percentage of respondents employed more than 34 hours per week increased and the percentage unemployed decreased for both day and evening students from 1983 to 1984. Day school unemployed decreased from 48% to 46% and evening students from 26% to 21%.
Transportation	The percentage of day and evening respondents relying on public transportation to MATC increased slightly from 1983 to 1984; day school increased from 30% to 31% and evening from 7% to 9%.
<u>Differences in Profile of Evening Students by Location</u>	
This discussion accents differences among the characteristics of evening students who responded to the survey at the Milwaukee Campus, and the North, South, and West Campus Centers of the Milwaukee Area Technical College.	
Student Divisions	The distribution of students throughout the student divisions is greatly influenced by location. Only 26% of evening students were enrolled in an Associate Degree course at the West Campus, while 52%, 49% and 56% were enrolled in Associate Degree courses at the North, South, and Milwaukee Campuses respectively. The percentage of evening students enrolled in Avocational courses were West 7%, North 8%, Milwaukee 8%, and South 3%.
Full-time Part-time	Evening students at all campuses are primarily part time. Full-time students (12 or more credits) represented 18% of students at the Milwaukee Campus, 9% at North and South, and only 4% at West.
Educational Objectives	The prospect of earning an Associate Degree is the primary motive for attending MATC for 43% of the Milwaukee Campus evening students, and 36% of the South Campus evening students. This compares to 30% and 24% of the North and West students who are attending mainly for this reason. For the respondents at all 4 campuses, this was the most popular "best reason" for attending MATC classes and increased in percentage in each case. "Personal fulfillment or enjoyment" decreased significantly as a reason for attending at all campuses; at the West, for example, the decrease was from 33% to 22% from 1983 to 1984.

Ethnic Background	According to the survey's respondents, the ethnic minority evening students of the District attend classes primarily at the Milwaukee Campus. At this campus, about 34% of the respondents identified themselves as ethnic minorities. More specifically, Blacks accounted for 24.4% of the total; Hispanics, 4.6%; Asians, 2.7%; and American Indians, 1.5%. At the regional campus centers, the proportion of Whites ranges from 95.8% at the West and South, to 95.1% at the North Campus.
Age	Median age of evening students, 29.8, is much higher than the day students, 24.4. The North Campus evening median age of 32.7 was higher than those at the South (29.5), West (29.2), and Milwaukee (28.3).
Sex	The male/female mix of evening students varies greatly at campuses as follows: North 37%/63%; West 47%/53%; South 58%/42%; Milwaukee 56%/44% - a majority of female students at North and West but a majority of men at the Milwaukee and South Campuses.
Marital Status	One-half or more of evening students are married at North (55%), West (51%), and South (55%), while 38% are married at the Milwaukee Campus.
Educational Background	The educational background of evening students is generally better than day students at all campuses.
Previous Education	The proportion of evening respondents with less than a high school diploma is highest at the Milwaukee Campus, 8%. The proportion with less than a high school diploma is 4% at the North, 5% at the West and 4% at the South Campuses. The proportion of evening students with a four-year degree or more is highest at the North Campus Center where 14% of the respondents to the survey possess at least a Bachelor's Degree. At the Milwaukee, South, and West Centers, this level of educational achievement has been attained by 9%, 6%, and 10%, respectively, of the respondents to the survey.
Median Income	Median income levels of evening respondents, if self-supporting, varies significantly throughout the District. Respondents at the Milwaukee Campus reported incomes with a median of \$15,635, compared to \$20,480 in the West, \$21,233 in the South, and \$23,604 in the North.

Differences in Profile of Day Students by Location

Full-time Part-time	Many of the differences between the Milwaukee Campus respondents and their regional counterparts are linked to the higher proportions of evening-only students who attend classes at the regional campus centers. Some of the differences are significantly lessened when only the day students at the various campuses are compared. For example, of the day respondents at the North, South, West, and Milwaukee Campuses, 72%, 70%, 55%, and 68% respectively, indicated that they were full-time students. The percentage of full-time students increased at all campuses from 1983 to 1984.
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Educational Objectives	An Associate Degree or a Vocational Certificate or Diploma was the major motivator for day students at all of the campuses. Sixty-two percent of the North Campus day students identified one of these as their primary attendance objective while at the Milwaukee, South and West, the comparable proportions were 58%, 53%, and 46% respectively. The broadest differences in motivation was evident for the "personal fulfillment or enjoyment" motive, which was cited by just 3% of the Milwaukee Campus respondents compared to 16% of the West Campus students.
Previous Education	Thirteen percent of day students at the Milwaukee and West Campuses had less than a high school diploma as compared to 3% and 8% at the North and South Campuses, respectively. The percentage of day students with a Bachelor's Degree or advanced degree was the following: North 8%; West 4%; Milwaukee 4%, and South 3%.
Age	The Milwaukee Campus day respondents exhibited the lowest median age, 23.8 years, compared to 24.0 years at the North Campus, 26.1 years at the South Campus, and 29.2 at the West Campus. Thirty-eight percent of the West day respondents and 32% of those at the South are married, while at the Milwaukee and North Campuses, 19% and 31% respectively, of those responding have spouses.
Marital Status	The characteristics which differentiate the most between the Milwaukee Campus day respondents and their regional campus counterparts are ethnic background and median family income.
Ethnic Background	According to the survey, at least 38% of the Milwaukee day students are representative of an ethnic minority group. A total of 61.8% of respondents identified themselves as "White," while the ethnic background of .7% of those surveyed is unknown. Blacks constituted the largest proportion of the minority Milwaukee day respondents, with 29.3% of the total identifying themselves with this race. Hispanics, American Indians, and Asians or Pacific Islanders accounted for 3.3%, 1.8%, and 3.1%, respectively, of the day total at the Milwaukee Campus. In contrast, the White day respondents at the North, South, and West Campus Centers represented 93.7%, 87.3%, and 76.8% of their respective totals. The largest minority percentage at a regional campus center is the proportion of Asian or Pacific Islander responding at the West Campus Center, 14.6%.
Median Income	Personal income, if self-supporting, or total family income, if not self-supporting, is considerably higher for the day respondents at the regional campuses than for their Milwaukee Campus counterparts. Whereas median income was \$7,794 at the Milwaukee Campus, it was \$9,035 at the South, \$8,928 at the West, and \$15,131 at the North Campus Centers.
Influences to Attend MATC	As shown in Table V, "Parents or other relative" was the most frequent response (17.6%) of day students, as to what influenced them to attend MATC. Evening students were most influenced by the "Class schedule or other material mailed to you" (43.1%). At the West Campus (49.4%) and at the North Campus (49.2%) of the evening students indicated that mailed materials were the most influential in attending MATC. A large percentage of Day and Evening students (25.9%) did not respond to the question.

Reasons for
Attending
MATC

As shown in Table VI, the most frequent response to reasons for attending MATC was cost, 38.4% for day students, 32.2% for evening students, and location, 31.9%, for evening students.

TABLE V

Question 15 - Influences to Attend MATC	NORTH		SOUTH		WEST		MILWAUKEE		DISTRICT		
	Day	Eve.	Day	Eve.	Day	Eve.	Day	Eve.	Day	Eve.	Total
1. High School Teacher	5.1%	1.4%	4.7%	1.4%	2.7%	.9%	3.9%	2.2%	3.9%	1.9%	2.7%
2. High School Counselor	7.5%	2.3%	5.2%	1.4%	1.3%	.9%	6.8%	3.3%	6.0%	2.7%	4.1%
3. MATC Representative at Your High School	3.1%	1.7%	1.4%	1.8%	1.9%	1.8%	3.7%	2.4%	3.2%	1.7%	2.3%
4. Social Agency Counselor	5.9%	1.7%	8.5%	1.8%	9.7%	1.5%	6.1%	2.8%	6.6%	1.9%	3.9%
5. Parent or Other Relative	13.7%	7.4%	17.1%	9.4%	16.4%	8.7%	18.6%	13.1%	17.6%	10.1%	13.3%
6. Current or Former MATC Student	11.0%	12.0%	13.2%	12.7%	14.6%	14.6%	14.7%	12.6%	14.2%	11.9%	12.9%
7. Radio, TV, Billboard or Newspaper Publicity	5.1%	2.3%	2.5%	3.1%	3.8%	2.1%	2.3%	3.5%	2.8%	3.4%	3.2%
8. Class Schedule or Other Material Mailed to You	16.5%	49.2%	16.3%	42.3%	19.9%	49.4%	10.3%	33.2%	15.1%	43.1%	30.4%
9. MATC Mobile Information Center at a Public Event	2.7%	0%	1.1%	.3%	3.0%	0%	2.2%	1.0%	2.2%	.7%	1.3%
10. Unknown	29.4%	22.0%	30.0%	25.8%	26.7%	20.7%	31.4%	25.9%	30.4%	22.6%	25.9%

-13-

TABLE VI

Question 16 - Reasons for Attending MATC	NORTH		SOUTH		WEST		MILWAUKEE		DISTRICT		
	Day	Eve.	Day	Eve.	Day	Eve.	Day	Eve.	Day	Eve.	Total
1. Convenient Location	35.7%	46.3%	32.5%	36.6%	31.3%	37.7%	22.2%	17.4%	25.7%	31.9%	29.3%
2. Convenient Time	5.9%	18.6%	8.3%	14.1%	10.0%	17.4%	9.5%	19.8%	9.2%	18.6%	14.7%
3. Cost	34.9%	22.9%	31.4%	31.6%	31.5%	29.3%	41.4%	42.9%	38.4%	32.2%	34.8%
4. Reputation	18.8%	9.4%	21.8%	12.7%	21.3%	12.0%	20.3%	14.2%	20.4%	12.5%	15.8%
5. Unknown	4.7%	2.9%	6.0%	5.0%	5.9%	3.6%	6.6%	5.7%	6.3%	4.6%	5.4%

STUDENTS' EVALUATIONS

Items 17 through 47 of the survey allowed respondents to evaluate a broad range of functions, services, and facilities of the Milwaukee Area Technical College. The students were asked to choose one of the following seven responses regarding the subject of each survey item:

1. Excellent
2. Good
3. OK
4. Poor
5. Terrible
6. Of no concern to me
7. I can't evaluate this

Of concern in developing the scheme for a summary report of responses was the realization that the "omits" and choices 6 and 7, above, would dilute the results of those respondents who chose to rate an item; i.e., selected either "Excellent," "Good," "OK," "Poor," or "Terrible."

Accordingly, a simple tabulation and percent-of-total was deemed unsatisfactory for summarizing the selection of these five responses, although it seemed the most appropriate for reporting the "omits" and the "of no concern to me" and "I can't evaluate this" responses. The five evaluative choices were assigned the following numerical values to facilitate summarizations:

Excellent	- 4
Good	- 3
OK	- 2
Poor	- 1
Terrible	- 0

For each item of the survey, an arithmetic mean was calculated based on both the frequency and the numeric value of the evaluative responses to the item. The magnitude of the mean response thus serves as an indicator of the students' satisfaction or dissatisfaction with the aspect of the District being evaluated. Appendix B provides for many subgroups, rank-ordered lists of the ten highest-rated items as determined by the value of the mean response. Appendix C provides similarly determined rank-ordered lists of the ten lowest-rated factors of the District. Appendix G provides the rank order of MATC students, both Day and Evening, for the District for each of the evaluation items of the survey.

District-Wide

Evaluations in 1984 did not differ significantly from 1983 by District, Day, Evening or by location.

Strengths

Heading the list of items receiving the highest evaluations from students, District-wide, is, "The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been..." This item evoked a mean response of 3.21, well into the excellent/good range. Of additional significance is the fact that 98% of the students sampled rated this item; i.e., 7,962 of 8,125. The next highest evaluation given any item was that given to "In terms of my needs, the courses I have taken at MATC have been..." having a mean response of 3.08. Items dealing with the "quality of teaching," "availability of teachers to help students outside of class," "quality of facilities," "quality of instructional equipment," "services and facilities for the handicapped," and "treatment by non-teaching staff," all received responses having a mean of 2.76 or greater.

For the second time in four years that mean responses have been calculated in the Annual Student Survey, there were no mean responses below 2.0, the equivalent of an OK evaluation for any item District-wide.

Limitations

The two lowest mean response items concerned "athletic activities," 2.15, and "recreation facilities," 2.15. However, these items were rated by only 26% and 37% of the students surveyed respectively. Items with the lowest mean responses with more than 50% of students rating were the following: "Bookstore services" (2.22, 80% response; "Student lounge facilities" (2.32, 62% response); "Registration procedures" (2.32, 96% response); "Counseling" (2.36, 58% response), and "Availability of Parking" (2.36, 90%).

Sub-Sample Differences

Day/Evening

Strengths

Eight of the ten highest-rated items are the same on the Day and Evening lists with "The manner in which I have been treated by instructors," "courses meeting needs," and "the quality of teaching," included in the top three in both Day and Evening sub-samples. The only noticeable contrast is the proportionally higher evaluations provided by the Evening students, i.e., means of 3.34, 3.13, and 3.10, respectively, for these items, compared to 3.05, 3.05 and 3.00 for the Day respondents. Nine of ten items rated the highest in Day and Evening in 1983 are the same as 1984.

Limitations

"The registration procedures" is the top concern of Day students but is not one of the ten highest concerns of Evening students. Even though the foremost concern of the Day and Evening subgroup differs, eight of the ten greatest concerns are common to both Day and Evening students. These include "athletic facilities,"

Day/Evening (Cont.)

Limitations
(Cont.)

"services provided by the Bookstore," "services to obtain housing," "recreational facilities," "student lounge facilities," "job placement services," "extracurricular activities," and "services provided by counselors." While the Day students were relatively more concerned with "registration procedures," and "availability of parking," the evening group expressed a greater concern over "food services," and "financial aid services."

Location - Milwaukee Campus and Regional Campus Centers

Strengths

There is considerable agreement among the Milwaukee, North, South and West Campus respondents as to the strengths of the District, both Day and Evening, although rank-order differences exist. The most noticeable difference concerning these responses is the degree of positiveness of the evaluation by the regional students. The ten highest-rated items, Day or Evening, have means which range from 2.91 to 3.39 in the North, 2.91 to 3.46 in the West, 2.73 to 3.32 in the South, and from 2.53 to 3.16 at the Milwaukee Campus.

Eight common items can be found on the four lists of ten most highly-rated items, either Day or Evening. Highly evaluated by students at all four locations was "treatment by faculty," "meeting students' needs," "quality of teaching," "willingness of teachers to help students outside of class," "quality of instructional facilities," "services and facilities for the handicapped," "quality of instructional equipment," and "treatment by MATC non-teaching employees."

Characteristics that were in the most highly-rated items, Day or Evening, at the Milwaukee Campus and not at the three Regional Campuses, were "the library," "public transportation," and "student newspaper." One characteristic that was given a high rating at the three Regional Campuses and yet failed to rank among the ten highest at the Milwaukee Campus is "maintenance and cleanliness of facilities."

Limitations

The students at all campuses have a mutual concern over "placement," and "athletic activities." These items are among the ten lowest-rated at each of the campuses of the District, both Day and Evening.

Greatest concerns varies significantly by campus. Items receiving ratings below 2.0 by campus are as follows: Day Milwaukee - "registration procedures" (1.86); "availability of parking" (1.86); "Bookstore services" (1.95); Day North - "public transportation" (1.39); "athletic activities" (1.87), and "recreational facilities" (1.97); Evening North - "public transportation" (1.05); "athletic activities" (1.21); recreational facilities" (1.41); Day South - "recreational activities" (1.80), and "athletic activities" (1.92); West - none under 2.00.

Ethnic Background

Strengths

The strengths of the District, as identified by the respondents with differing ethnic backgrounds, are quite similar. Seven of the highest mean responses for all ethnic subgroups were the same as the District Summary as follows: "The manner in which I have been treated by MATC instructors," "courses meeting my needs," "quality of teaching," "instructional facilities," "instructional equipment," "availability of instructors," and "services and facilities for the handicapped." Each of these characteristics was given a mean rating of 2.62 or greater by all ethnic groups. Asians and Hispanics rated "financial assistance" in the top ten.

Limitations

The following six items were included in the ten highest concerns for all ethnic groups: "recreation facilities," "athletic activities," "availability of parking," "bookstore services," and "housing services"

Other items that appear among the five greatest concerns of the American Indian subgroup are "registration procedures" (2.19).

For the Black subgroup, "job placement" (2.19), "registration procedures" (2.24), were among the top five concerns.

Hispanics identified "registration procedures" (2.36), among the top five concerns.

Whites rated "job placement" (2.29), as an area of concern in the top five.

Handicapped

Strengths

A total of 511 students, of 8,125 in the sample, identified themselves as handicapped. Handicapped students' highest mean responses were similar to those of all MATC students. Handicapped students included nine of the ten items on the District Summary on their highest mean response list. The "student newspaper" was the tenth choice of handicapped while "public transportation" was the tenth choice District-wide. "Services and facilities for the handicapped" (2.70) was ranked eighth highest by handicapped students.

Limitations

Five items in the top ten of handicapped students' concerns that were rated by more than 50% of the students were: "student lounge" (2.21 - 66% response); "bookstore services" (2.19 - 82% response); "registration procedures" (2.24 - 96% response), "financial assistance" (2.36 - 50% response), and "availability of parking" (2.30 - 91% response).

Changes in Student Ratings From 1983 to 1984

District Day and Evening ratings of students did not change greatly from 1983 to 1984. Most overall ratings on survey items changed by less than .05. However, two survey items did change more than .1. Two items improved in student ratings as follows:

1. "Placement services" increased from 2.17 to 2.29. This is the result of large increases at the three regional campuses.
2. "Student involvement in organizations and clubs" increased from 2.29 to 2.48. Large increases were reflected at all four campuses.

There were no items that decreased significantly in student ratings from 1983 to 1984.

CONCLUSION

The foregoing has only highlighted some of the student-perceived strengths and limitations of the functions, services, and facilities of the Milwaukee Area Technical College District. Divisions and departments of the College are encouraged to analyze fully the results of the survey which pertain to their respective areas of responsibility and to incorporate the results of this analysis into the continuous planning efforts of their division or department. Through this analysis, together with planning and resultant improvement-oriented activities, it is anticipated that the areas of strength will be maintained and that the limitations cited by the District's students will be addressed.

Some areas that might be highlighted for improvement in the next year are: Student lounge; activities and recreational facilities and services on the Milwaukee Campus; bookstore services throughout the District; registration procedures (particularly Day classes). All of these areas will be addressed in the next year as part of the new building and related remodeling projects. Lounge and recreational facilities will be located in the new building and a new, enlarged bookstore is proposed for the basement of the Main Building at the Milwaukee Campus. A new on-line registration system is being planned for initial implementation in 1985-86.

Appendix A

The Survey Instrument

MATC STUDENT SURVEY QUESTIONNAIRE

DIRECTIONS: Read each item and its lettered responses. When you have decided which response is BEST, blacken the corresponding space on the answer sheet with a **NUMBER 2 PENCIL** (regular lead pencil). Make your mark, completely enclosing the circle. If you change your mind, erase your first mark **COMPLETELY**. Make no stray marks; they may be interpreted improperly when the sheet is machine tabulated.

1. Which of the following describes the class you are now in?
 - A. Day school (starts before 3:45 p.m.)
 - B. Night school (starts at or after 3:45 p.m.)
2. Which of the following BEST describes the class you are now in?
 - A. Adult High School class
 - B. Apprentice class
 - C. Associate Degree class
 - D. High School Contract class
 - E. Adult Vocational class
 - F. Adult Avocational class
 - G. Adult General Education class
 - H. CETA
3. In which Instructional Division is your major area of study?

A. Agribusiness	F. Service Occupations
B. Business	G. Technical & Industrial
C. Graphic & Applied Arts	H. Television
D. Home Economics	I. General Education
E. Health Occupations	
4. Which of the following describes you?
 - A. Full-time (Associate Degree - 12 or more credits. Adult High School - 4 credits. Others - 24 or more class hours per week.)
 - B. At least half-time (Associate Degree - 6 to 11 credits. Adult High School - 2 or 3 credits. Others - 12 to 23 class hours per week.)
 - C. Less than half-time (Associate Degree - 1 to 5 credits. Adult High School - 1 credit. Others - 1 to 11 class hours per week.)
5. Which of the following BEST describes your major objective for taking courses at MATC?
 - A. Acquire basic general education skills
 - B. Earn a high school diploma
 - C. Prepare for the GED exam
 - D. Earn a vocational Certificate or Diploma
 - E. Earn an Associate Degree
 - F. Earn credits for transfer to a four-year college
 - G. Improve present job skills
 - H. Acquire skills for a new job
 - I. To fulfill the requirements of an apprenticeship
 - J. Personal fulfillment or enjoyment
6. What is your sex?
 - A. Male
 - B. Female
7. What is your age?

A. Under 18	F. 35 - 39
B. 18 - 19	G. 40 - 44
C. 20 - 24	H. 45 - 54
D. 25 - 29	I. 55 - 64
E. 30 - 34	J. 65 or over
8. Do you consider yourself to be physically handicapped?
 - A. Yes
 - B. No
9. What is your present marital status?

A. Never married	D. Separated
B. Married	E. Spouse no longer living
C. Divorced	
10. To what ethnic group do you belong?
 - A. Asian or Pacific Islander
 - B. American Indian or Alaskan Native
 - C. Black
 - D. Hispanic
 - E. White
11. Which of the following BEST describes your highest level of formal education?
 - A. Less than eighth grade diploma
 - B. Eighth grade diploma but less than a high school diploma
 - C. High School diploma or GED equivalency
 - D. Vocational Diploma or Certificate
 - E. 1 to 30 college credits
 - F. 31 to 60 college credits
 - G. More than 61 college credits but no degree
 - H. Associate Degree
 - I. Bachelors Degree
 - J. Graduate Degree
12. How many hours per week are you employed?

A. 0, not employed	F. 20 to 24
B. less than 5	G. 25 to 29
C. 5 to 9	H. 30 to 34
D. 10 to 14	I. 35 to 40
E. 15 to 19	J. More than 40
13. If you are self-supporting, what is your yearly income, or if you are a member of, or head of, a family, what is the total family yearly income?

A. Under 5,000	F. \$25,000-\$29,999
B. \$5,000-\$9,999	G. \$30,000-\$34,999
C. \$10,000-\$14,999	H. \$35,000-\$39,999
D. \$15,000-\$19,999	I. \$40,000-\$44,999
E. \$20,000-\$24,999	J. \$45,000 or above
14. Which of the following best describes how you most often get to MATC?

A. Drive an automobile	E. Bicycle
B. Carpool	F. Bus
C. Passenger in an automobile	G. Taxi
D. Motorcycle or Motorbike	H. Walk
	I. Other
15. Which one of the following MOST influenced you to attend MATC?
 - A. High school teacher
 - B. High school counselor
 - C. MATC representative at your high school
 - D. Social agency counselor
 - E. Parent or other relative
 - F. Current or former MATC student
 - G. Radio, TV, billboard or Newspaper publicity
 - H. Class schedule or other material mailed to you
 - I. MATC Mobile Information Center at a public event

(Leave blank if other than any of the above)
16. Which of the following best describes your reason for attending MATC?

A. Convenient location	C. Cost
B. Convenient time	D. Reputation

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FOR ITEMS 17 THROUGH 47, SELECT FROM THE CHOICES BELOW THE RESPONSE WHICH BEST COMPLETES THE STATEMENT.
IF YOU HAVE NOT UTILIZED THE SERVICE OR FACILITY DESCRIBED AND YOU ARE THEREFORE UNFAMILIAR WITH IT, PLEASE SELECT
CHOICE G - I CAN'T EVALUATE THIS.

CHOICES

- A. Excellent
- B. Good
- C. OK
- D. Poor
- E. Terrible
- F. Of no concern to me
- G. I can't evaluate this

17. In terms of my needs, the courses I have taken at MATC have been...
18. The quality of teaching I have received at MATC has been...
19. The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...
20. The instructional equipment (tools, machines, instruments, etc.) at MATC is...
21. The availability and willingness of instructors to help students outside of class are...
22. The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...
23. The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC non-teaching employees has been...
24. Security against theft, assault, etc., at MATC facilities is...
25. Services and facilities for the handicapped at MATC are...
26. The availability of parking at or near MATC is...
27. Public transportation services to MATC's facilities are...
28. The opportunities for non-traditional learning activities (independent study, self-paced learning, credit by examination, credit for life experience, etc.) at MATC are...
29. The library at MATC is...
30. The registration procedures at MATC are...
31. The services provided by the Counselors (assistance in choosing a major, career planning, resolving personal problems, etc.) at MATC are...
32. The financial assistance services (aid obtaining grants, loans, work-study jobs, etc) at MATC are...
33. The services provided by the Bookstore at MATC are...
34. The services provided by the tutors at MATC are...
35. The job placement services at MATC are...
36. The services that MATC provides to aid veterans in obtaining educational benefits are...
37. The student health services offered at MATC are...
38. The maintenance and cleanliness of MATC's facilities are...
39. The provisions made for student involvement in school policy-making (through Student Senate, committees, etc.) at MATC are...
40. The student lounge facilities (Student Center, activity rooms) at MATC are...
41. The recreation facilities (gym, pool, outdoor facilities) at MATC are...
42. The food services offered at MATC are...
43. The opportunities for involvement in student organizations and clubs at MATC are...
44. The athletic activities (both intramural and intercollegiate) at MATC are...
45. The student programs (lectures, films, and campus orientations, etc.) at MATC are...
46. The student newspaper, The Times, is...
47. The services that MATC provides to aid students in obtaining housing are...

1983-84

GENERAL PURPOSE - NCS - ANSWER SHEETFOR USE WITH ALL NCS SENTRY OPTICAL MARK READING SYSTEMS
SEE IMPORTANT MARKING INSTRUCTIONS ON SIDE 2

1	A B C D E F G H I J	11	A B C D E F G H I J	21	A B C D E F G H I J
2	A B C D E F G H I J	12	A B C D E F G H I J	22	A B C D E F G H I J
3	A B C D E F G H I J	13	A B C D E F G H I J	23	A B C D E F G H I J
4	A B C D E F G H I J	14	A B C D E F G H I J	24	A B C D E F G H I J
5	A B C D E F G H I J	15	A B C D E F G H I J	25	A B C D E F G H I J
6	A B C D E F G H I J	16	A B C D E F G H I J	26	A B C D E F G H I J
7	A B C D E F G H I J	17	A B C D E F G H I J	27	A B C D E F G H I J
8	A B C D E F G H I J	18	A B C D E F G H I J	28	A B C D E F G H I J
9	A B C D E F G H I J	19	A B C D E F G H I J	29	A B C D E F G H I J
10	A B C D E F G H I J	20	A B C D E F G H I J	30	A B C D E F G H I J

31	A B C D E F G H I J	41	A B C D E F G H I J	51	A B C D E F G H I J
32	A B C D E F G H I J	42	A B C D E F G H I J	52	A B C D E F G H I J
33	A B C D E F G H I J	43	A B C D E F G H I J	53	A B C D E F G H I J
34	A B C D E F G H I J	44	A B C D E F G H I J	54	A B C D E F G H I J
35	A B C D E F G H I J	45	A B C D E F G H I J	55	A B C D E F G H I J
36	A B C D E F G H I J	46	A B C D E F G H I J	56	A B C D E F G H I J
37	A B C D E F G H I J	47	A B C D E F G H I J	57	A B C D E F G H I J
38	A B C D E F G H I J	48	A B C D E F G H I J	58	A B C D E F G H I J
39	A B C D E F G H I J	49	A B C D E F G H I J	59	A B C D E F G H I J
40	A B C D E F G H I J	50	A B C D E F G H I J	60	A B C D E F G H I J

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SIDE 2

BEST COPY AVAILABLE

31 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 32 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 33 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 34 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 35 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 36 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 37 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 38 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 39 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 40 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J

71 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 72 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 73 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 74 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 75 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 76 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 77 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 78 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 79 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 80 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J

81 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 82 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 83 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 84 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 85 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 86 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 87 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 88 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 89 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 90 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J

91 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 92 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 93 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 94 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 95 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 96 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 97 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 98 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 99 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 100 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J

101 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 102 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 103 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 104 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 105 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 106 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 107 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 108 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 109 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 110 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J

111 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 112 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 113 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 114 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 115 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 116 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 117 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 118 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 119 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J
 120 ☐ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J

GENERAL PURPOSE NCS ANSWER SHEET

FOR USE WITH ALL NCS SENTRY OPTICAL MARK READING SYSTEMS

EXAMPLES

WRONG

1 ☐ A ☒ B ☐ C ☐ D ☐ E

WRONG

2 ☐ A ☐ B ☒ C ☐ D ☐ E

WRONG

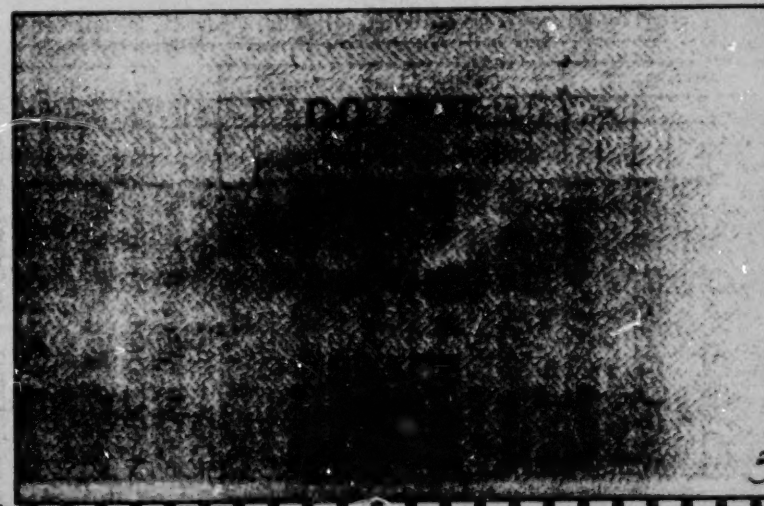
3 ☐ A ☐ B ☐ C ☒ D ☐ E

RIGHT

4 ☐ A ☐ B ☐ C ☒ D ☐ E

IMPORTANT DIRECTIONS FOR MARKING ANSWERS

- Use black lead pencil only (No. 2½ or softer)
- Do NOT use ink or ballpoint pens
- Make heavy black marks that fill the circle completely
- Erase clearly any answer you wish to change
- Make no stray marks on the answer sheet



Appendix B

The following are rank-ordered lists of those items which received the highest evaluations by the respondents to the survey.

The order has been determined by the magnitude of the mean response based on the following descriptor/value pairs:

<u>Descriptor</u>	<u>Value</u>
Excellent	4
Good	3
OK	2
Poor	1
Terrible	0

Not included in the calculation of the mean are the responses of those who chose not to rate the item; i.e., selected "Of no concern to me," "I can't evaluate this," or omitted the item. The proportion of the sample who rated the respective items is provided in the column at the right of each page.

District Summary

n = 8,125

The following is a summary of the items given the highest mean response by the students surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	3.21	98
2	In terms of my needs, the courses I have taken at MATC have been...	3.08	98
3	The quality of teaching I have received at MATC has been...	3.06	98
4	The availability and willingness of instructors to help students outside of class are...	2.91	83
5	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	2.88	96
6	Services and facilities for the handicapped at MATC are...	2.88	50
7	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC nonteaching employees has been...	2.80	84
8	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	2.76	82
9	The maintenance and cleanliness of MATC's facilities are...	2.68	91
10	Public transportation services to MATC's facilities are...	2.60	53

District Day Summary

n = 3,403

The following is a summary of the items given the highest mean response by the students surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	3.03	98
2	In terms of my needs, the courses I have taken at MATC have been...	3.01	98
3	The quality of teaching I have received at MATC has been...	3.00	98
4	Services and facilities for the handicapped at MATC are...	2.89	65
5	The availability and willingness of instructors to help students outside of class are...	2.85	91
6	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	2.83	97
7	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	2.77	85
8	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC nonteaching employees has been...	2.67	90
9	Public transportation services to MATC's facilities are...	2.64	73
10	The student newspaper, <u>The Times</u> , is...	2.60	81

District Evening Summary

n = 4,722

The following is a summary of the items given the highest mean response by the evening students surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	3.34	98
2	In terms of my needs, the courses I have taken at MATC have been...	3.13	97
3	The quality of teaching I have received at MATC has been...	3.10	99
4	The availability and willingness of instructors to help students outside of class are...	2.95	78
5	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	2.91	95
6	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC nonteaching employees has been...	2.90	79
7	Services and facilities for the handicapped at MATC are...	2.86	40
8	The maintenance and cleanliness of MATC's facilities are...	2.81	88
9	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	2.75	79
10	The opportunities for nontraditional learning activities (independent study, self-paced learning, credit by examination, credit for life experience, etc.) at MATC are...	2.65	44

Milwaukee Day Summary

n = 2,373

The following is a summary of the items given the highest mean response by the day students surveyed at the Milwaukee Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	In terms of my needs, the courses I have taken at MATC have been...	2.95	98
2	The quality of teaching I have received at MATC has been...	2.94	99
3	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	2.91	98
4	Services and facilities for the handicapped at MATC are...	2.82	67
5	Public transportation services to MATC's facilities are...	2.74	80
6	The availability and willingness of instructors to help students outside of class are...	2.73	90
7	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	2.68	96
8	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	2.67	84
9	The student newspaper, <u>The Times</u> , is...	2.64	86
10	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC nonteaching employees has been...	2.53	90

Milwaukee Evening Summary

n = 1,692

The following is a summary of the items given the highest mean response by the evening students surveyed at the Milwaukee Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	3.16	98
2	In terms of my needs, the courses I have taken at MATC have been...	3.02	98
3	The quality of teaching I have received at MATC has been...	2.96	98
4	Services and facilities for the handicapped at MATC are...	2.79	49
5	The availability and willingness of instructors to help students outside of class are...	2.73	81
6	Public transportation services to MATC's facilities are...	2.72	65
7	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	2.67	95
8	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC nonteaching employees has been...	2.67	84
9	The library at MATC is...	2.65	68
10	The student newspaper, <u>The Times</u> , is...	2.63	62

North Day Summary

n = 255

The following is a summary of the items given the highest mean response by the day students surveyed at the North Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The maintenance and cleanliness of MATC's facilities are...	3.27	97
2	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	3.25	98
3	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	3.22	98
4	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	3.11	89
5	Services and facilities for the handicapped at MATC are...	3.09	63
6	The availability and willingness of instructors to help students outside of class are...	3.08	89
7	In terms of my needs, the courses I have taken at MATC have been...	3.06	97
8	Security against theft, assault, etc., at MATC facilities is...	2.99	84
9	The availability of parking at or near MATC is...	2.96	97
10	The quality of teaching I have received at MATC has been...	2.95	97

North Evening Summary

n = 350

The following is a summary of the items given the highest mean response by the evening students surveyed at the North Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	3.39	99
2	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	3.30	97
3	The maintenance and cleanliness of MATC's facilities are...	3.26	95
4	In terms of my needs, the courses I have taken at MATC have been...	3.08	98
5	The quality of teaching I have received at MATC has been...	3.01	99
6	The availability and willingness of instructors to help students outside of class are...	3.01	77
7	Services and facilities for the handicapped at MATC are...	3.01	39
8	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	2.97	78
9	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC nonteaching employees has been...	2.97	83
10	The availability of parking at or near MATC is...	2.91	98

South Day Summary

n = 363

The following is a summary of the items given the highest mean response by the day students surveyed at the South Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	3.18	98
2	The maintenance and cleanliness of MATC's facilities are...	3.17	96
3	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	3.14	98
4	In terms of my needs, the courses I have taken at MATC have been...	3.04	98
5	The quality of teaching I have received at MATC has been...	3.04	98
6	Services and facilities for the handicapped at MATC are...	3.06	60
7	The availability and willingness of instructors to help students outside of class are...	3.00	93
8	The availability of parking at or near MATC is...	2.98	96
9	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	2.95	91
10	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC nonteaching employees has been...	2.86	93

South Evening Summary

n = 667

The following is a summary of the items given the highest mean response by the evening students surveyed at the South Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	3.32	98
2	The maintenance and cleanliness of MATC's facilities are...	3.21	95
3	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	3.08	97
4	In terms of my needs, the courses I have taken at MATC have been...	3.06	99
5	The quality of teaching I have received at MATC has been...	3.02	99
6	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC nonteaching employees has been...	3.01	82
7	Services and facilities for the handicapped at MATC are...	3.01	44
8	The availability and willingness of instructors to help students outside of class are...	2.96	80
9	Security against theft, assault, etc., at MATC facilities is...	2.75	75
10	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	2.73	83

West Day Summary

n = 371

The following is a summary of the items given the highest mean response by the day students surveyed at the West Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	3.45	98
2	The quality of teaching I have received at MATC has been...	3.34	98
3	The availability and willingness of instructors to help students outside of class are...	3.30	89
4	In terms of my needs, the courses I have taken at MATC have been...	3.26	98
5	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	3.18	98
6	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC nonteaching employees has been...	3.17	91
7	Services and facilities for the handicapped at MATC are...	3.10	64
8	The maintenance and cleanliness of MATC's facilities are...	3.03	95
9	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	3.01	87
10	The services that MATC provides to aid veterans in obtaining educational benefits are...	2.95	28

West Evening Summary

n = 334

The following is a summary of the items given the highest mean response by the evening students surveyed at the West Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	3.46	99
2	In terms of my needs, the courses I have taken at MATC have been...	3.22	97
3	The quality of teaching I have received at MATC has been...	3.22	99
4	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	3.14	97
5	The availability and willingness of instructors to help students outside of class are...	3.10	78
6	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC nonteaching employees has been...	3.08	78
7	The maintenance and cleanliness of MATC's facilities are...	3.05	92
8	Services and facilities for the handicapped at MATC are...	3.03	34
9	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	2.96	86
10	Public transportation services to MATC's facilities are...	2.91	45

Asian or Pacific Islander Summary

n = 211

The following is a summary of the items given the highest mean response by the Asians or Pacific Islanders surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	2.95	93
2	The quality of teaching I have received at MATC has been...	2.93	97
3	Services and facilities for the handicapped at MATC are...	2.90	62
4	In terms of my needs, the courses I have taken at MATC have been...	2.84	95
5	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	2.80	96
6	The library at MATC is...	2.79	85
7	The financial assistance services (aid obtaining grants, loans, work-study jobs, etc.) at MATC are...	2.79	70
8	The availability and willingness of instructors to help students outside of class are...	2.76	86
9	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	2.71	89
10	The services provided by the Counselors (assistance in choosing a major, career planning, resolving personal problems, etc.) at MATC are...	2.67	78

American Indian or Alaskan Native Summary

n = 101

The following is a summary of the items given the highest mean response by the American Indians or Alaskan Natives surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The quality of teaching I have received at MATC has been...	3.11	94
2	In terms of my needs, the courses I have taken at MATC have been...	3.07	96
3	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	3.00	94
4	The services that MATC provides to aid veterans in obtaining educational benefits are...	2.83	35
5	The availability and willingness of instructors to help students outside of class are...	2.81	87
6	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	2.79	93
7	Public transportation services to MATC's facilities are...	2.74	69
8	Services and facilities for the handicapped at MATC are...	2.72	63
9	The library at MATC is...	2.65	70
10	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	2.62	80

Black Summary

n = 1,215

The following is a summary of the items given the highest mean response by the Black students surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The quality of teaching I have received at MATC has been...	3.08	98
2	In terms of my needs, the courses I have taken at MATC have been...	3.01	98
3	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	2.96	97
4	Services and facilities for the handicapped at MATC are...	2.85	65
5	Public transportation services to MATC's facilities are...	2.83	81
6	The library at MATC is...	2.76	80
7	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	2.72	93
8	The student newspaper, <u>The Times</u> , is...	2.71	76
9	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	2.70	75
10	The availability and willingness of instructors to help students outside of class are...	2.67	84

Hispanic Summary

n = 220

The following is a summary of the items given the highest mean response by the Hispanic students surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	3.14	99
2	In terms of my needs, the courses I have taken at MATC have been...	3.05	97
3	The quality of teaching I have received at MATC has been...	3.05	99
4	The financial assistance services (aid obtaining grants, loans, work-study jobs, etc.) at MATC are...	2.90	56
5	Services and facilities for the handicapped at MATC are...	2.89	52
6	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	2.87	96
7	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC nonteaching employees has been...	2.80	88
8	Security against theft, assault, etc., at MATC facilities is...	2.78	75
9	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	2.76	81
10	The availability and willingness of instructors to help students outside of class are...	2.75	86

White Summary

n = 6,303

The following is a summary of the items given the highest mean response by the white students surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	3.27	98
2	In terms of my needs, the courses I have taken at MATC have been...	3.10	98
3	The quality of teaching I have received at MATC has been...	3.06	99
4	The availability and willingness of instructors to help students outside of class are...	2.97	83
5	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	2.91	96
6	Services and facilities for the handicapped at MATC are...	2.89	47
7	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC nonteaching employees has been...	2.84	83
8	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	2.77	83
9	The maintenance and cleanliness of MATC's facilities are...	2.73	91
10	Security against theft, assault, etc., at MATC facilities is...	2.60	75

Handicapped Summary

n = 511

The following is a summary of the items given the highest mean response by the Handicapped surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	3.20	97
2	In terms of my needs, the courses I have taken at MATC have been...	3.10	97
3	The quality of teaching I have received at MATC has been...	3.09	98
4	The availability and willingness of instructors to help students outside of class are...	2.85	85
5	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	2.84	96
6	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC nonteaching employees has been...	2.77	86
7	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	2.73	86
8	Services and facilities for the handicapped at MATC are...	2.70	64
9	The maintenance and cleanliness of MATC's facilities are...	2.65	91
10	The student newspaper, <u>The Times</u> , is...	2.58	60

Appendix C

The following are rank-ordered lists of those items which received the lowest evaluations by the respondents to the survey.

The order has been determined by the magnitude of the mean response based on the following descriptor/value pairs:

<u>Descriptor</u>	<u>Value</u>
Excellent	4
Good	3
OK	2
Poor	1
Terrible	0

Not included in the calculation of the mean are the responses of those who chose not to rate the item; i.e., selected "Of no concern to me," "I can't evaluate this," or omitted the item. The proportion of the sample who rated the respective items is provided in the column at the right of each page.

District Summaryn = 8,125

The following is a summary of the items given the lowest mean response by the students surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The athletic activities (both intramural and intercollegiate) at MATC are...	2.15	26
2	The recreation facilities (gym, pool, outdoor facilities) at MATC are...	2.15	37
3	The services that MATC provides to aid students in obtaining housing are...	2.22	18
4	The services provided by the Bookstore at MATC are...	2.22	80
5	The job placement services at MATC are...	2.29	28
6	The student lounge facilities (Student Center, activity rooms) at MATC are...	2.32	62
7	The registration procedures at MATC are...	2.32	96
8	The services provided by the Counselors (assistance in choosing a major, career planning, resolving personal problems, etc.) at MATC are...	2.36	58
9	The availability of parking at or near MATC is...	2.36	90
10	The provisions made for student involvement in school policy-making (through Student Senate, committees, etc.) at MATC are...	2.40	34

District Day Summary

n = 3,403

The following is a summary of the items given the lowest mean response by the day students surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The registration procedures at MATC are...	2.06	96
2	The recreation facilities (gym, pool, outdoor facilities) at MATC are...	2.07	58
3	The athletic activities (both intramural and intercollegiate) at MATC are...	2.10	40
4	The services provided by the Bookstore at MATC are...	2.11	91
5	The availability of parking at or near MATC is...	2.12	87
6	The services that MATC provides to aid students in obtaining housing are...	2.17	28
7	The student lounge facilities (Student Center, activity rooms) at MATC are...	2.20	75
8	The job placement services at MATC are...	2.30	43
9	The services provided by the Counselors (assistance in choosing a major, career planning, resolving personal problems, etc.) at MATC are...	2.35	77
10	The provisions made for student involvement in school policy-making (through Student Senate, committees, etc.) at MATC are...	2.36	50

District Evening Summary

n = 4,722

The following is a summary of the items given the lowest mean response by the evening students surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The athletic activities (both intramural and intercollegiate) at MATC are...	2.24	15
2	The job placement services at MATC are...	2.27	18
3	The services that MATC provides to aid students in obtaining housing are...	2.31	11
4	The recreation facilities (gym, pool, outdoor facilities) at MATC are...	2.31	22
5	The services provided by the Bookstore at MATC are...	2.33	73
6	The services provided by the Counselors (assistance in choosing a major, career planning, resolving personal problems, etc.) at MATC are...	2.36	44
7	The food services offered at MATC are...	2.40	45
8	The student lounge facilities (Student Center, activity rooms) at MATC are...	2.45	52
9	The provisions made for student involvement in school policy-making (through Student Senate, committees, etc.) at MATC are...	2.45	22
10	The financial assistance services (aid obtaining grants, loans, work-study jobs, etc.) at MATC are...	2.48	24

Milwaukee Day Summary

n = 2,373

The following is a summary of the items given the lowest mean response by the day students surveyed at the Milwaukee Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The registration procedures at MATC are...	1.86	96
2	The availability of parking at or near MATC is...	1.86	83
3	The services provided by the Bookstore at MATC are...	1.95	91
4	The student lounge facilities (Student Center, activity rooms) at MATC are...	2.04	75
5	The services that MATC provides to aid students in obtaining housing are...	2.16	28
6	The recreation facilities (gym, pool, outdoor facilities) at MATC are...	2.18	61
7	The athletic activities (both intramural and intercollegiate) at MATC are...	2.23	41
8	The maintenance and cleanliness of MATC's facilities are...	2.24	94
9	The job placement services at MATC are...	2.24	44
10	The provisions made for student involvement in school policy-making (through Student Senate, committees, etc.) at MATC are...	2.26	47

Milwaukee Evening Summary

n = 1,692

The following is a summary of the items given the lowest mean response by the evening students surveyed at the Milwaukee Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The services provided by the Bookstore at MATC are...	2.05	90
2	The student lounge facilities (Student Center, activity rooms) at MATC are...	2.16	59
3	The availability of parking at or near MATC is...	2.16	88
4	The athletic activities (both intramural and intercollegiate) at MATC are...	2.22	24
5	The job placement services at MATC are...	2.22	27
6	The registration procedures at MATC are...	2.24	96
7	The services that MATC provides to aid students in obtaining housing are...	2.25	18
8	The recreation facilities (gym, pool, outdoor facilities) at MATC are...	2.25	33
9	The services provided by the Counselors (assistance in choosing a major, career planning, resolving personal problems, etc.) at MATC are...	2.33	59
10	The food services offered at MATC are...	2.38	68

North Day Summary

n = 255

The following is a summary of the items given the lowest mean response by the day students surveyed at the North Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	Public transportation services to MATC's facilities are...	1.01	50
2	The athletic activities (both intramural and intercollegiate) at MATC are...	1.21	42
3	The recreation facilities (gym, pool, outdoor facilities) at MATC are...	1.41	58
4	The services that MATC provides to aid students in obtaining housing are...	2.00	31
5	The student health services offered at MATC are...	2.08	41
6	The student newspaper, <u>The Times</u> , is...	2.32	75
7	The registration procedures at MATC are...	2.33	96
8	The services provided by the Counselors (assistance in choosing a major, career planning, resolving personal problems, etc.) at MATC are...	2.35	77
9	The opportunities for nontraditional learning activities (independent study, self-paced learning, credit by examination, credit for life experience, etc.) at MATC are...	2.36	57
10	The library at MATC is...	2.37	87

North Evening Summary

n = 350

The following is a summary of the items given the lowest mean response by the evening students surveyed at the North Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	Public transportation services to MATC's facilities are...	1.39	28
2	The athletic activities (both intramural and intercollegiate) at MATC are...	1.87	9
3	The recreation facilities (gym, pool, outdoor facilities) at MATC are...	1.97	19
4	The services provided by the Counselors (assistance in choosing a major, career planning, resolving personal problems, etc.) at MATC are...	2.20	38
5	The job placement services at MATC are...	2.31	14
6	The recreation facilities (gym, pool, outdoor facilities) at MATC are...	2.45	51
7	The opportunities for nontraditional learning activities (independent study, self-paced learning, credit by examination, credit for life experience, etc.) at MATC are...	2.50	35
8	The student health services offered at MATC are...	2.53	11
9	The services that MATC provides to aid students in obtaining housing are...	2.55	6
10	The student programs (lectures, films, and campus orientations, etc.) at MATC are...	2.55	22

South Day Summary

n = 363

The following is a summary of the items given the lowest mean response by the students surveyed at the South Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The recreation facilities (gym, pool, outdoor facilities) at MATC are...	1.80	57
2	The athletic activities (both intramural and intercollegiate) at MATC are...	1.92	45
3	The services that MATC provides to aid students in obtaining housing are...	2.22	30
4	The job placement services at MATC are...	2.27	48
5	The services provided by the Bookstore at MATC are...	2.36	91
6	The student programs (lectures, films, and campus orientations, etc.) at MATC are...	2.42	71
7	The student health services offered at MATC are...	2.45	48
8	The services provided by the Counselors (assistance in choosing a major, career planning, resolving personal problems, etc.) at MATC are...	2.45	77
9	The financial assistance services (aid obtaining grants, loans, work-study jobs, etc.) at MATC are...	2.46	60
10	The services that MATC provides to aid veterans in obtaining educational benefits are...	2.48	36

South Evening Summary

n = 667

The following is a summary of the items given the lowest mean response by the evening students surveyed at the South Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The athletic activities (both intramural and intercollegiate) at MATC are...	2.17	14
2	Public transportation services to MATC's facilities are...	2.18	36
3	The recreation facilities (gym, pool, outdoor facilities) at MATC are...	2.24	21
4	The job placement services at MATC are...	2.24	16
5	The financial assistance services (aid obtaining grants, loans, work-study jobs, etc.) at MATC are...	2.29	22
6	The services that MATC provides to aid students in obtaining housing are...	2.31	10
7	The food services offered at MATC are...	2.31	43
8	The services provided by the Counselors (assistance in choosing a major, career planning, resolving personal problems, etc.) at MATC are...	2.35	48
9	The services that MATC provides to aid veterans in obtaining educational benefits are...	2.43	17
10	The student programs (lectures, films, and campus orientations, etc.) at MATC are...	2.50	28

West Day Summary

n = 371

The following is a summary of the items given the lowest mean response by the day students surveyed at the West Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The availability of parking at or near MATC is...	2.05	93
2	The recreation facilities (gym, pool, outdoor facilities) at MATC are...	2.07	43
3	The athletic activities (both intramural and intercollegiate) at MATC are...	2.16	31
4	The services that MATC provides to aid students in obtaining housing are...	2.28	22
5	The student health services offered at MATC are...	2.39	42
6	The job placement services at MATC are...	2.46	39
7	The student lounge facilities (Student Center, activity rooms) at MATC are...	2.53	76
8	The services provided by the Bookstore at MATC are...	2.53	93
9	The student newspaper, <u>The Times</u> , is...	2.54	68
10	The registration procedures at MATC are...	2.57	97

West Evening Summary

n = 334

The following is a summary of the items given the lowest mean response by the evening students surveyed at the West Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The recreation facilities (gym, pool, outdoor facilities) at MATC are...	2.42	17
2	The job placement services at MATC are...	2.44	16
3	The athletic activities (both intramural and intercollegiate) at MATC are...	2.46	12
4	The services provided by the Counselors (assistance in choosing a major, career planning, resolving personal problems, etc.) at MATC are...	2.47	48
5	The opportunities for involvement in student organizations and clubs at MATC are...	2.52	20
6	The food services offered at MATC are...	2.52	54
7	The availability of parking at or near MATC is...	2.53	96
8	The student programs (lectures, films, and campus orientations, etc.) at MATC are...	2.63	22
9	The financial assistance services (aid obtaining grants, loans, work-study jobs, etc.) at MATC are...	2.63	22
10	The services provided by the tutors at MATC are...	2.64	16

Asian or Pacific Islander Summary

n = 211

The following is a summary of the items given the lowest mean response by the Asians or Pacific Islanders surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The availability of parking at or near MATC is...	2.06	85
2	The recreation facilities (gym, pool, outdoor facilities) at MATC are...	2.26	65
3	The student lounge facilities (Student Center, activity rooms) at MATC are...	2.29	74
4	The athletic activities (both intramural and intercollegiate) at MATC are...	2.34	53
5	The services provided by the Bookstore at MATC are...	2.36	90
6	The services that MATC provides to aid students in obtaining housing are...	2.38	48
7	The food services offered at MATC are...	2.38	77
8	The student health services offered at MATC are...	2.41	58
9	The opportunities for involvement in student organizations and clubs at MATC are...	2.42	63
10	Public transportation services to MATC's facilities are...	2.42	72

American Indian or Alaskan Native Summary

n = 101

The following is a summary of the items given the lowest mean response by the American Indians or Alaskan Natives surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The registration procedures at MATC are...	2.19	92
2	The services provided by the Bookstore at MATC are...	2.20	82
3	The student lounge facilities (Student Center, activity rooms) at MATC are...	2.24	61
4	The availability of parking at or near MATC is...	2.24	78
5	The services that MATC provides to aid students in obtaining housing are...	2.29	31
6	The maintenance and cleanliness of MATC's facilities are...	2.32	83
7	The recreation facilities (gym, pool, outdoor facilities) at MATC are...	2.33	51
8	The athletic activities (both intramural and intercollegiate) at MATC are...	2.37	35
9	The financial assistance services (aid obtaining grants, loans, work-study jobs, etc.) at MATC are...	2.41	62
10	The food services offered at MATC are...	2.43	62

Black Summary

n = 1,215

The following is a summary of the items given the lowest mean response by the Black students surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The availability of parking at or near MATC is...	1.99	77
2	The job placement services at MATC are...	2.19	41
3	The registration procedures at MATC are...	2.24	94
4	The services provided by the Bookstore at MATC are...	2.29	86
5	The services that MATC provides to aid students in obtaining housing are...	2.32	32
6	The athletic activities (both intramural and intercollegiate) at MATC are...	2.35	39
7	The student lounge facilities (Student Center, activity rooms) at MATC are...	2.37	67
8	The food services offered at MATC are...	2.45	80
9	The provisions made for student involvement in school policy-making (through Student Senate, committees, etc.) at MATC are...	2.46	48
10	The services provided by the Counselors (assistance in choosing a major, career planning, resolving personal problems, etc.) at MATC are...	2.46	76

Hispanic Summary

n = 220

The following is a summary of the items given the lowest mean response by the Hispanic students surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The availability of parking at or near MATC is...	2.07	83
2	The athletic activities (both intramural and intercollegiate) at MATC are...	2.35	35
3	The student lounge facilities (Student Center, activity rooms) at MATC are...	2.35	72
4	The services provided by the Bookstore at MATC are...	2.36	89
5	The registration procedures at MATC are...	2.36	96
6	The opportunities for involvement in student organizations and clubs at MATC are...	2.45	52
7	The recreation facilities (gym, pool, outdoor facilities) at MATC are...	2.47	52
8	The job placement services at MATC are...	2.47	43
9	The student health services offered at MATC are...	2.49	43
10	The services that MATC provides to aid students in obtaining housing are...	2.50	26

White Summary

n = 6,303

The following is a summary of the items given the lowest mean response by the white students surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The recreation facilities (gym, pool, outdoor facilities) at MATC are...	2.00	33
2	The athletic activities (both intramural and intercollegiate) at MATC are...	2.05	22
3	The services that MATC provides to aid students in obtaining housing are...	2.14	14
4	The services provided by the Bookstore at MATC are...	2.20	79
5	The job placement services at MATC are...	2.29	24
6	The services provided by the Counselors (assistance in choosing a major, career planning, resolving personal problems, etc.) at MATC are...	2.30	53
7	The student lounge facilities (Student Center, activity rooms) at MATC are...	2.31	60
8	The registration procedures at MATC are...	2.33	96
9	The provisions made for student involvement in school policy-making (through Student Senate, committees, etc.) at MATC are...	2.36	30
10	The financial assistance services (aid obtaining grants, loans, work-study jobs, etc.) at MATC are...	2.38	32

Handicapped Summary

n = 511

The following is a summary of the items given the lowest mean response by the Handicapped surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The services that MATC provides to aid students in obtaining housing are...	2.01	26
2	The athletic activities (both intramural and intercollegiate) at MATC are...	2.11	31
3	The recreation facilities (gym, pool, outdoor facilities) at MATC are...	2.15	42
4	The job placement services at MATC are...	2.19	33
5	The services provided by the Bookstore at MATC are...	2.19	82
6	The student lounge facilities (Student Center, activity rooms) at MATC are...	2.21	65
7	The registration procedures at MATC are...	2.24	96
8	The student health services offered at MATC are...	2.30	37
9	The availability of parking at or near MATC is...	2.30	91
10	The financial assistance services (aid obtaining grants, loans, work-study jobs, etc.) at MATC are...	2.35	50

Appendix D

The following table provides the mean responses of the students, by location, to each of the evaluative items of the survey.

The mean response is based on the following descriptor/value pairs:

<u>Descriptor</u>	<u>Value</u>
Excellent	4
Good	3
OK	2
Poor	1
Terrible	0

MEAN RESPONSE BY CAMPUS

SURVEY ITEMS 17-47	NORTH		SOUTH		WEST		MILWAUKEE		DISTRICT		
	Day	Eve.	Day	Eve.	Day	Eve.	Day	Eve.	Day	Eve.	Total
17. In terms of my needs, the courses I have taken at MATC have been...	3.06	3.08	3.06	3.06	3.26	3.22	2.95	3.02	3.01	3.13	3.08
18. The quality of teaching I have received at MATC has been...	2.95	3.01	3.04	3.02	3.34	3.22	2.94	2.96	3.00	3.10	3.06
19. The instructional facilities (buildings, classrooms, labs, etc.) at MATC are...	3.25	3.30	3.18	3.08	3.18	3.14	2.68	2.67	2.83	2.91	2.88
20. The instructional equipment (tools, machines, instruments, etc.) at MATC is...	3.11	2.97	2.95	2.73	3.01	2.96	2.67	2.58	2.77	2.75	2.76
21. The availability and willingness of instructors to help students outside of class are...	3.08	3.01	3.00	2.96	3.30	3.10	2.73	2.73	2.85	2.95	2.91
22. The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	3.22	3.39	3.14	3.32	3.45	3.46	2.91	3.16	3.03	3.34	3.21
23. The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC nonteaching employees has been...	2.90	2.97	2.86	3.01	3.17	3.08	2.53	2.67	2.67	2.90	2.80
24. Security against theft, assault, etc., at MATC facilities is...	2.99	2.76	2.80	2.75	2.86	2.76	2.37	2.48	2.52	2.63	2.58
25. Services and facilities for the handicapped at MATC are...	3.09	3.01	3.04	3.01	3.10	3.03	2.82	2.79	2.89	2.86	2.88
26. The availability of parking at or near MATC is...	2.96	2.91	2.98	2.66	2.05	2.53	1.86	2.16	2.12	2.53	2.36
27. Public transportation services to MATC's facilities are...	1.01	1.39	2.56	2.18	2.78	2.91	2.74	2.72	2.64	2.54	2.60

MEAN RESPONSE BY CAMPUS

SURVEY ITEMS 17-47	NORTH		SOUTH		WEST		MILWAUKEE		DISTRICT		
	Day	Eve.	Day	Eve.	Day	Eve.	Day	Eve.	Day	Eve.	Total
28. The opportunities for nontraditional learning activities (independent study, self-paced learning, credit by examination, credit for life experience, etc.) at MATC are...	2.36	2.50	2.54	2.67	2.83	2.88	2.42	2.54	2.48	2.65	2.56
29. The library at MATC is...	2.37	2.45	2.48	2.57	2.81	2.76	2.48	2.65	2.50	2.62	2.55
30. The registration procedures at MATC are...	2.33	2.67	2.54	2.53	2.51	2.77	1.86	2.24	2.06	2.52	2.32
31. The services provided by the counselors (assistance in choosing a major, career planning, resolving personal problems, etc.) at MATC are...	2.35	2.20	2.45	2.35	2.59	2.47	2.31	2.33	2.35	2.36	2.36
32. The financial assistance services (aid obtaining grants, loans, work-study jobs, etc.) at MATC are...	2.43	2.64	2.46	2.29	2.66	2.63	2.43	2.51	2.46	2.48	2.46
33. The services provided by the Bookstore at MATC are...	2.56	2.65	2.36	2.66	2.53	2.66	1.95	2.05	2.11	2.33	2.22
34. The services provided by the tutors at MATC are...	2.41	2.81	2.59	2.60	2.84	2.64	2.42	2.43	2.49	2.55	2.51
35. The job placement services at MATC are...	2.66	2.31	2.27	2.24	2.46	2.44	2.24	2.22	2.30	2.27	2.29
36. The services that MATC provides to aid veterans in obtaining educational benefits are...	2.64	2.70	2.48	2.43	2.95	2.78	2.53	2.60	2.57	2.61	2.59
37. The student health services offered at MATC are...	2.08	2.53	2.45	2.53	2.39	2.71	2.47	2.46	2.43	2.52	2.46
38. The maintenance and cleanliness of MATC's facilities are...	3.27	3.26	3.17	3.21	3.03	3.05	2.24	2.49	2.51	2.81	2.68
39. The provisions made for student involvement in school policy-making (through Student Senate, committees, etc.) at MATC are...	2.56	2.73	2.57	2.54	2.58	2.65	2.26	2.40	2.36	2.45	2.40

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MEAN RESPONSE BY CAMPUS

SURVEY ITEMS 17-47	NORTH		SOUTH		WEST		MILWAUKEE		DISTRICT		
	Day	Eve.	Day	Eve.	Day	Eve.	Day	Eve.	Day	Eve.	Total
40. The student lounge facilities (Student Center, activity rooms) at MATC are...	2.64	2.83	2.53	2.69	2.53	2.76	2.04	2.16	2.20	2.45	2.32
41. The recreation facilities (gym, pool, outdoor facilities) at MATC are...	1.41	1.97	1.80	2.24	2.07	2.42	2.18	2.25	2.07	2.31	2.15
42. The food services offered at MATC are...	2.48	2.57	2.79	2.31	2.66	2.52	2.44	2.38	2.50	2.40	2.46
43. The opportunities for involvement in student organizations and clubs at MATC are...	2.61	2.61	2.67	2.61	2.71	2.52	2.38	2.46	2.47	2.51	2.48
44. The athletic activities (both intramural and inter-collegiate) at MATC are...	1.21	1.87	1.92	2.17	2.16	2.46	2.23	2.22	2.10	2.24	2.15
45. The student programs (lectures, films, and campus orientations, etc.) at MATC are...	2.41	2.55	2.42	2.50	2.58	2.63	2.53	2.54	2.51	2.54	2.52
46. The student newspaper, THE TIMES, is...	2.32	2.63	2.54	2.56	2.54	2.70	2.64	2.63	2.60	2.61	2.60
47. The services that MATC provides to aid students in obtaining housing are...	2.00	2.55	2.22	2.31	2.28	2.67	2.16	2.25	2.17	2.31	2.22

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Appendix E

The following table provides the mean response of the students, by ethnic background, to each of the evaluative items of the survey.

The mean response is based on the following descriptor/value pairs:

<u>Descriptor</u>	<u>Value</u>
Excellent	4
Good	3
OK	2
Poor	1
Terrible	0

MEAN RESPONSE BY ETHNIC BACKGROUND

SURVEY ITEMS 17-47	Asian or Pacific Islander	American Indian or Alaskan Native	Blacks	Hispanics	Whites
17. In terms of my needs, the courses I have taken at MATC have been...	2.84	3.07	3.01	3.05	3.10
18. The quality of teaching I have received at MATC has been...	2.93	3.11	3.08	3.05	3.06
19. The instructional facilities (buildings, classrooms, labs, etc.) at MATC are...	2.80	2.79	2.72	2.87	2.91
20. The instructional equipment (tools, machines, instruments, etc.) at MATC is...	2.71	2.62	2.70	2.76	2.77
21. The availability and willingness of instructors to help students outside of class are...	2.76	2.81	2.67	2.75	2.97
22. The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructorss has been...	2.95	3.00	2.96	3.14	3.27
23. The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC nonteaching employees has been...	2.53	2.62	2.64	2.80	2.84
24. Security against theft, assault, etc., at MATC facilities is...	2.54	2.45	2.47	2.78	2.60
25. Services and facilities for the handicapped at MATC are...	2.90	2.72	2.85	2.89	2.89
26. The availability of parking at or near MATC is...	2.06	2.24	1.99	2.07	2.44
27. Public transportation services to MATC's facilities are...	2.42	2.74	2.83	2.65	2.53

MEAN RESPONSE BY ETHNIC BACKGROUND

SURVEY ITEMS 17-47	Asian or Pacific Islander	American Indian or Alaskan Native	Blacks	Hispanics	Whites
28. The opportunities for nontraditional learning activities (independent study, self-paced learning, credit by examination, credit for life experience, etc.) at MATC are...	2.51	2.53	2.65	2.74	2.54
29. The library at MATC is...	2.79	2.65	2.76	2.65	2.49
30. The registration procedures at MATC are...	2.54	2.19	2.24	2.36	2.33
31. The services provided by the counselors (assistance in choosing a major, career planning, resolving personal problems, etc.) at MATC are...	2.67	2.51	2.46	2.57	2.30
32. The financial assistance services (aid obtaining grants, loans, work-study jobs, etc.) at MATC are...	2.79	2.41	2.55	2.90	2.38
33. The services provided by the Bookstore at MATC are...	2.36	2.20	2.29	2.36	2.20
34. The services provided by the tutors at MATC are...	2.66	2.52	2.48	2.67	2.51
35. The job placement services at MATC are...	2.45	2.56	2.19	2.47	2.29
36. The services that MATC provides to aid veterans in obtaining educational benefits are...	2.65	2.83	2.56	2.70	2.58
37. The student health services offered at MATC are...	2.41	2.52	2.48	2.49	2.45
38. The maintenance and cleanliness of MATC's facilities are...	2.54	2.32	2.47	2.63	2.73
39. The provisions made for student involvement in school policy-making (through Student Senate, committees, etc.) at MATC are...	2.48	2.61	2.46	2.51	2.36

MEAN RESPONSE BY ETHNIC BACKGROUND

SURVEY ITEMS 17-47	Asian or Pacific Islander	American Indian or Alaskan Native	Blacks	Hispanics	Whites
40. The student lounge facilities (Student Center, activity rooms) at MATC are...	2.29	2.24	2.37	2.35	2.31
41. The recreation facilities (gym, pool, outdoor facilities) at MATC are...	2.26	2.33	2.55	2.47	2.00
42. The food services offered at MATC are...	2.38	2.43	2.45	2.50	2.47
43. The opportunities for involvement in student organizations and clubs at MATC are...	2.42	2.45	2.51	2.45	2.48
44. The athletic activities (both intramural and inter-collegiate) at MATC are...	2.34	2.37	2.35	2.35	2.05
45. The student programs (lectures, films, and campus orientations, etc.) at MATC are...	2.55	2.51	2.63	2.65	2.49
46. The student newspaper, THE TIMES, is...	2.67	2.55	2.71	2.64	2.57
47. The services that MATC provides to aid students in obtaining housing are...	2.38	2.29	2.32	2.50	2.14

Appendix F

The following table provides the mean response of the Milwaukee Day students, by ethnic background, to each of the evaluative items of the survey.

The mean response is based on the following descriptor/value pairs:

<u>Descriptor</u>	<u>Value</u>
Excellent	4
Good	3
OK	2
Poor	1
Terrible	0

MEAN RESPONSE BY ETHNIC BACKGROUND
Milwaukee Day Students

SURVEY ITEMS 17-47	Asian or Pacific Islander	American Indian or Alaskan Native	Blacks	Hispanics	Whites
17. In terms of my needs, the courses I have taken at MATC have been...	2.64	3.00	2.96	3.08	2.95
18. The quality of teaching I have received at MATC has been...	2.70	3.03	3.04	3.09	2.90
19. The instructional facilities (buildings, classrooms, labs, etc.) at MATC are...	2.74	2.73	2.67	2.80	2.68
20. The instructional equipment (tools, machines, instruments, etc.) at MATC is...	2.52	2.68	2.62	2.57	2.69
21. The availability and willingness of instructors to help students outside of class are...	2.51	2.71	2.64	2.75	2.76
22. The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructorss has been...	2.65	2.89	2.86	3.13	2.93
23. The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC nonteaching employees has been...	2.37	2.53	2.57	2.69	2.50
24. Security against theft, assault, etc., at MATC facilities is...	2.33	2.31	2.37	2.69	2.35
25. Services and facilities for the handicapped at MATC are...	2.86	3.00	2.83	2.77	2.81
26. The availability of parking at or near MATC is...	1.67	2.21	1.73	1.62	1.92
27. Public transportation services to MATC's facilities are...	2.58	2.85	2.82	2.60	2.71

MEAN RESPONSE BY ETHNIC BACKGROUND
Milwaukee Day Students

SURVEY ITEMS 17-47	Asian or Pacific Islander	American Indian or Alaskan Native	Blacks	Hispanics	Whites
28. The opportunities for nontraditional learning activities (independent study, self-paced learning, credit by examination, credit for life experience, etc.) at MATC are...	2.53	2.66	2.59	2.60	2.30
29. The library at MATC is...	2.76	2.82	2.70	2.61	2.35
30. The registration procedures at MATC are...	2.71	2.18	2.15	2.13	1.69
31. The services provided by the counselors (assistance in choosing a major, career planning, resolving personal problems, etc.) at MATC are...	2.38	2.64	2.43	2.45	2.21
32. The financial assistance services (aid obtaining grants, loans, work-study jobs, etc.) at MATC are...	2.66	2.33	2.50	2.74	2.35
33. The services provided by the Bookstore at MATC are...	2.21	2.30	2.22	2.28	1.80
34. The services provided by the tutors at MATC are...	2.50	2.77	2.47	2.59	2.36
35. The job placement services at MATC are...	2.20	2.71	2.16	2.39	2.26
36. The services that MATC provides to aid veterans in obtaining educational benefits are...	2.56	3.00	2.55	2.58	2.47
37. The student health services offered at MATC are...	2.37	2.54	2.46	2.26	2.48
38. The maintenance and cleanliness of MATC's facilities are...	2.48	2.16	2.35	2.40	2.17
39. The provisions made for student involvement in school policy-making (through Student Senate, committees, etc.) at MATC are...	2.29	2.60	2.37	2.41	2.19

MEAN RESPONSE BY ETHNIC BACKGROUND
Milwaukee Day Students

SURVEY ITEMS 17-47	Asian or Pacific Islander	American Indian or Alaskan Native	Blacks	Hispanics	Whites
40. The student lounge facilities (Student Center, activity rooms) at MATC are...	2.17	2.25	2.36	2.15	1.89
41. The recreation facilities (gym, pool, outdoor facilities) at MATC are...	2.12	2.54	2.57	2.40	1.98
42. The food services offered at MATC are...	2.27	2.50	2.41	2.50	2.45
43. The opportunities for involvement in student organizations and clubs at MATC are...	2.22	2.38	2.47	2.33	2.36
44. The athletic activities (both intramural and inter-collegiate) at MATC are...	2.23	2.13	2.35	2.13	2.17
45. The student programs (lectures, films, and campus orientations, etc.) at MATC are...	2.47	2.63	2.60	2.55	2.50
46. The student newspaper, THE TIMES, is...	2.75	2.54	2.73	2.64	2.60
47. The services that MATC provides to aid students in obtaining housing are...	2.23	2.33	2.33	2.43	2.01

Appendix G

The following table provides the rank order of MATC students (Day and Evening), by District, for each of the evaluative items of the survey.

Rank Order of MATC Students (Day and Evening) by District

1983-84

Rank Order		Survey Item	Mean Response	
1983	1984		1983	1984
1	1	The Manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	3.24	3.21
2	2	In terms of my needs, the courses I have taken at MATC have been...	3.11	3.08
3	3	The quality of teaching I have received at MATC has been...	3.09	3.06
4	4	The availability and willingness of instructors to help students outside of class are...	2.95	2.91
5	5	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	2.93	2.88
6	6	Services and facilities for the handicapped at MATC are...	2.88	2.88
7	8	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	2.83	2.76
8	7	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC non-teaching employees has been...	2.82	2.80
9	9	The maintenance and cleanliness of MATC's facilities are...	2.67	2.68
10	16	The student programs (speakers, movies, concerts, theater groups, etc.) at MATC are...	2.64	2.52
11	13	Security against theft, assault, etc., at MATC facilities is...	2.59	2.58
12	14	The opportunities for non-traditional learning activities (independent study, self-paced learning, credit by examination, credit for life experience, etc.) at MATC are...	2.59	2.56
13	10	Public transportation services to MATC's facilities are...	2.58	2.60
14	15	The library at MATC is...	2.58	2.55
15	11	The student newspaper, <u>The Times</u> , is...	2.56	2.60
16	12	The services that MATC provides to aid veterans in obtaining educational benefits are...	2.55	2.59
17	17	The services provided by the tutors at MATC are...	2.50	2.51
18	21	The food services offered at MATC are...	2.48	2.46
19	20	The student health services offered at MATC are	2.42	2.46

Rank Order of MATC Students (Day and Evening) by District
1983-84

Rank Order		Survey Item	Mean Response	
1983	1984		1983	1984
20	19	The financial assistance services (aid obtaining grants, loans, work-study jobs, etc.) at MATC are...	2.39	2.46
21	23	The availability of parking at or near MATC is...	2.38	2.36
22	22	The provisions made for student involvement in school policy-making (through Student Government, committees, etc.) at MATC are...	2.34	2.40
23	25	The registration procedures at MATC are...	2.30	2.32
24	24	The services provided by the Counselors (assistance in choosing a major, career planning, resolving personal problems, etc.) at MATC are...	2.29	2.36
25	18	The extracurricular activities (clubs, fraternities, organizations, etc.) at MATC are...	2.29	2.48
26	26	The student lounge facilities at MATC are...	2.27	2.32
28	27	The services provided by the Bookstore at MATC are...	2.21	2.22
28	27	The job placement services at MATC are...	2.17	2.29
29	30	The recreation facilities at MATC are...	2.16	2.15
30	29	The services that MATC provides to aid students in obtaining housing are...	2.14	2.22
31	31	The athletic activities at MATC are...	2.13	2.15

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